

**Messaging Support Supervisor (ITS/AS 6)**  
**Department of Information Services**  
**Computer Services Division**

**Requisition #1605**

**SALARY:** \$66,420 - \$87,096 Annually (Range 70)

**OPENS:** November 5, 2009

**CLOSES:** Open until filled

Candidate evaluation will be ongoing, and applicants are encouraged to submit materials by November 20, 2009 to ensure full consideration. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time during the announcement period.

**Location:** Olympia, Washington

**Agency Profile**

The Washington State Department of Information Services (DIS) provides quality and reliable computing, telecommunications, and Internet services to state and local agencies, tribal governments, educational institutions, and not-for-profit organizations.

As the technology leader for Washington State, DIS provides innovative services so that government agencies can successfully serve the public. DIS also provides support to the Information Services Board (ISB) and other committees.

**Job Overview**

DIS has a unique and challenging position for a multi-faceted professional.

DIS is looking for an individual with a wide range of experience in Windows based Messaging support to lead a team of technical professionals, while providing hands-on expertise as the agency's designated technical expert and highest level of authority responsible for the supporting the operations of the Statewide Enterprise Active Directory Forest.

This position will supervise a team that works with some of the latest Messaging technologies used by our customers- Exchange (including our underway Exchange 2010 Project), Enterprise Vault, Blackberry, mail gateway, and our planned project in Unified Communications). Success in this role will be demonstrated by displaying a blend of technical knowledge, well developed customer relations skills, and team leadership and supervision.

The incumbent will be responsible for three main areas of focus related to Enterprise Active Directory: 1) Governance by acting as a technical expert with the Forest Resource Group; 2) Consultation by providing technical leadership for the other State agency's Active Directory support staff; 3) Championing all aspects of the State's implementation of Active Directory.

This position will have statewide scope and supports a mission critical technology for multiple agencies at the state and local level. The incumbent will be the highest level of technical knowledge and lead the team to analyze and resolve complex issues and problems. Incident and problem management, proactive capacity and availability planning, system maintenance, and effective staff development and training are required outcomes. The ability to develop and maintain excellent working relationships with personnel for other agencies and other DIS teams is essential. This position is responsible for planning, scheduling, and monitoring the work of the team. The individual is expected to bring their own technical skill and experience in Windows based server support on a daily basis that will augment and expand the team's capacity to provide operational excellence. The individual selected is expected to serve as the technical mentor and coach for the Messaging Support team.

### **Qualifications**

- Bachelor's degree in computer science, business, public administration, or a closely related field or equivalent combination of experience/education.
- Five years experience working with enterprise applications and server infrastructure and demonstrated knowledge of the issues, challenges and practices of supporting these in an enterprise environment.
- Three years experience working with complex, large, Enterprise Active Directory forest implementations.
- Two years experience supervising professional staff responsible for customer technical support, implementation of technical projects, and infrastructure changes.
- Excellent interpersonal skills that allow the ability to engage diverse groups positively and effectively.
- Highly developed customer relations skills.
- Demonstrated analytical, interpretive, and organizational abilities.
- Experience working effectively with all layers of management.
- Skills to develop and maintain effective relationships between DIS and vendors.
- Experience with the process of technology acquisition.

### **Desired Qualifications**

- Demonstrated knowledge and experience as an Exchange 2003 administrator.
- Project management experience.
- ITIL Foundation certification and/or understanding of the IT Service Management framework.

## **Working for DIS**

DIS is an agency on the move. With a talented workforce that has a depth of knowledge and understanding of information technology, DIS provides constructive, reliable and responsive services for all their clients.

DIS offers extensive opportunities for career growth and personal development through workshops, seminars, training and other promotional opportunities.

As one of the top ten places in the country for business and careers (Forbes' Magazine, 2007), and conveniently located at the crossroads of business and leisure, Olympia has become the preferred destination zone for business professionals in the Pacific Northwest.

Olympia is on the Puget Sound and is within easy driving distance of the rugged Olympic National Park, the city of Seattle, Mt. Rainier, Mt. St. Helens, and Pacific Ocean coastal beaches: all offering ample outdoor recreation opportunities. Home to an internationally-recognized educational institution and a vibrant arts scene, Olympia is also the location of the outstanding Farmer's Market, located at the downtown waterfront.

## **Employee Benefits**

The State of Washington offers a comprehensive and competitive package of benefits to match the needs of our diverse workforce.

DIS eligible employees can choose from our outstanding [benefit package](#) including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; deferred compensation plans; educational benefits program; paid holidays; Commute Trip Reduction Incentives; training; and state retirement plans.

## **Special Notes**

The incumbent in this position may be required to pass a Washington State Patrol criminal background check and meet all standards set by the WSP based on changes in technology and/or service delivery needs.

This job announcement may be used to fill more than one vacancy.

## **How to Apply**

Please submit a letter of interest with a detailed description of your experience as it relates to each of the Qualifications listed in this announcement.

Additionally, in your letter explain your experience as it pertains to:

- Number and types of employees you have supervised/managed.
- Detail the enterprise environment(s) you have worked, in terms of scope, type of number and number of customers served and a high level description of the environment itself.
- Detail the Enterprise Active Directory environment(s) you administered, in terms of number of sites, number of users, and a high level description of the forest(s).

Please include a current resume, and a minimum of three professional references.

**After carefully following the above instructions, send your completed application materials via email to [hro@dis.wa.gov](mailto:hro@dis.wa.gov).**

### **Applicant Profile Form**

As a separate part of the application process, you are requested to voluntarily complete and return the [Applicant Profile](#) sheet with your completed application. This information will be treated as confidential. This page will be separated from your application and used by authorized personnel only.

Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, may call (360) 902-3543 or Telecommunications Device for the Deaf 1-800-833-6388.

*The Department of Information Systems is an equal opportunity employer.*